

VOLUME 14, ISSUE 5

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A publication providing information and items of interest to California Healthy Families and Medi-Cal Enrollment Entities, Certified Application Assistants, families, and participating plans.

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If you have a story idea you would like to share or comments about this newsletter, please contact us.

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CAAs Will Soon Be Able to Assist With New Medi-Cal Documentation Requirements for U.S. Citizens and Nationals

The Deficit Reduction Act of 2005 (DRA) requires documentation of United States (U.S.) citizenship or U.S. national status and identity as a condition of Medi-Cal eligibility for most applicants and beneficiaries who declare that they are a U.S. citizen or national. This new requirement does not apply to the Healthy Families Program, and it is never applicable to non-citizen immigrants.

The Department of Health Care Services (DHCS) in collaboration with the Managed Risk Medical Insurance Board (MRMIB) is taking the steps necessary to allow Certified Application Assistants (CAAs) to assist Medi-Cal applicants and beneficiaries with the new citizenship and identity documentation requirements of the DRA. Under the new guidelines, CAAs will be able to certify that they have viewed original or certified copies of citizenship and/or identity documents. This will make it easier for Medi-Cal applicants and beneficiaries to meet the new DRA requirements if they seek the assistance of a CAA. The new process will be voluntary for CAAs. CAAs who choose to assist Medi-Cal applicants and beneficiaries with the DRA requirements after the instructions are issued will:

- View and photocopy citizenship/identity documents that are originals or copies certified by the issuing agency
- Complete and sign a copy of the "Receipt of Citizenship or Identity Documents" form for the citizenship/identity document(s) provided by the applicant or beneficiary
- Provide contact information about the person who viewed and copied the document(s)
- Attach a signed "Receipt of Citizenship or Identity Documents" form to a copy of the citizenship/identity documents and provide the copies to the applicant or beneficiary to submit with the application or redetermination package
- Promptly return the original documents to the applicant or beneficiary
- Provide the applicant with a copy of the "Receipt of Citizenship or Identity Documents"

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Open Enrollment 2008 / Premium Increases 2009

Each year, the Healthy Families Program (HFP) gives families the opportunity to choose a new health, dental, and vision plan for enrolled person(s). This period is called Open Enrollment. For 2008, Open Enrollment will be held from **November 15th through December 31st**. A change in plans may affect the doctors families see and the premiums they pay. Any changes families make are effective February 1, 2009.

The HFP will increase monthly premiums for families with higher incomes (Premium Categories B & C). If a family's income has gone down and/or expenses have increased, the HFP may be able to lower the family's premium. Monthly premiums for Category A will not change. Premiums will increase by \$3 for each child for families in Category B, and they will increase by \$2 for each child for families in Category C.

Open Enrollment for 2009 will take place April 15th through May 31st. Families will have another chance to review plan choices at this time. Any changes families make during the 2009 Open Enrollment will be effective July 1, 2009. Healthy Families will send 2009 Open Enrollment information in early April.

HFP Monthly Premiums Categories A, B, and C

Family Size	Category A*	Category B	Category C
1	\$868 - \$1,300	\$1,300.01 - \$1,734	\$1,734.01 - \$2,167
2	\$1,168 - \$1,750	\$1,750.01 - \$2,334	\$2,334.01 - \$2,917
3	\$1,468 - \$2,200	\$2,200.01 - \$2,934	\$2,934.01 - \$3,667
4	\$1,768 - \$2,650	\$2,650.01 - \$3,534	\$3,534.01 - \$4,417
5	\$2,068 - \$3,100	\$3,100.01 - \$4,134	\$4,134.01 - \$5,167
6	\$2,368 - \$3,550	\$3,550.01 - \$4,734	\$4,734.01 - \$5,917
7	\$2,668 - \$4,000	\$4,000.01 - \$5,334	\$5,334.01 - \$6,667
8	\$2,968 - \$4,450	\$4,450.01 - \$5,934	\$5,934.01 - \$7,417

*The monthly premiums for families in Category A will not increase on February 1, 2009.

Current Premiums – Until January 31, 2009

Insurance Premiums	Category B			Category C		
Health Plans Available	Number of Children:			Number of Children:		
	1	2	3 or more	1	2	3 or more
Community Provider Health Plan	\$6	\$12	\$18	\$12	\$24	\$36
Other Health Plans	\$9	\$18	\$27	\$15	\$30	\$45

New Premiums as of February 1, 2009

Insurance Premiums	Category B			Category C		
Health Plans Available	Number of Children:			Number of Children:		
	1	2	3 or more	1	2	3 or more
Community Provider Health Plan	\$9	\$18	\$27	\$14	\$28	\$42
Other Health Plans	\$12	\$24	\$36	\$17	\$34	\$51

If you have any questions, please call 1-888-439-4741 between the hours of 8:00 a.m. and 8:00 p.m., Monday through Friday, and 8:00 a.m. to 5:00 p.m. on Saturday.

CAAs Assist with Medi-Cal Documentation, continued from Page 1

When counties receive this information they will be able to accept the copies of documents that were viewed by the CAA. The counties will then determine if the documents meet the DRA requirements.

DHCS will be working together with stakeholders and MRMIB to develop information for CAAs about this process. This will include detailed instructions and other information posted on the MRMIB website, copies of relevant forms, and eventually modifications to the CAA training materials. We expect that CAAs will be able to begin viewing DRA documents for Medi-Cal applicants and beneficiaries in early 2009 after CAAs have received instructions on the process.

Revised Joint Application Checklist and FAQs now available on the Health-e-App

The new and improved revised joint application packet includes an application document check sheet and four pages of frequently asked question (FAQ's) pages. The FAQ pages provide information about the below topics:

- Here's how to apply (Application Document Check Sheet)
- Need Help?
- Family Size and Income
- Pregnant?
- Other Questions

These important reference documents are now available in Health-e-App (HeApp) so that HeApp users can print these documents and provide them to the applicant. This ensures applicants enrolled through HeApp receive the same materials as those using the paper application.

These reference documents can be found on the "Rights and Declarations" page in HeApp and are available in all 12 languages. CAAs should print these documents and provide them to the applicant. CAA's should also review these docs with applicants.

Coming Soon – Web-Based Training Updates!

Updates to the CAA Reference Manual were completed six months ago during the annual CAA Reference Manual revision. The HFP is now working on updating the web-based training courses to make sure they contain the same updated program information as the CAA Reference Manual. A complete review of quizzes and a review of frequently missed exam questions will be included in this revision.

Three web-based training courses are available: Certification, Plan Staff, and Refresher. All of these courses are available in both English and Spanish. Below is a list of past updates for the web-based training courses.

- July 2005 - Certification course launched in English only
- March 2006 – Spanish certification course launched
- July 2006 - Additional exams were added to help students with a variety of question combinations
- September 2006 - Refresher course made available in both English and Spanish
- December 2006 - Plan Staff course made available in both English and Spanish

From January through July of 2008, there were 1058 people who successfully passed the CAA web-based training courses. This is a 90% pass rate for all users.

These updated web-based training courses will be available this fall. To access the web-based training courses, visit <http://training.healthyfamilies.ca.gov/>. Please watch future editions of this newsletter for more information on the updated courses!

Contribute to the EE/CAA Newsletter

If you have a story idea, correction, or concern about anything you read here, please contact us at hfnnewsletter@maximus.com.

Health-e-App Reports For Enrollment Entities

Have you ever dreamed of a way to monitor the status of all of your CAAs' applications submitted to the Healthy Families Program in real time? Dreams do come true! Through Health-e-App (HeApp) reports anyone with an Enrollment Entity (EE) account can monitor the status of the EE's applications. Monitoring submitted applications can tell you if one of your CAAs' applications has been paid, denied (with the denial reason), or is still in a pending status!

Through the use of these reports, you can see why your EE reimbursement payments are being denied. This information could provide insight for decreasing the number of denied reimbursement payments on future applications.

The steps to access HeApp reports are simple.

1. The first step is to login to HeApp (www.healthapp.net). If you do not have an EE account login, call 1-866-861-3443 or email the HeApp Help Desk staff at HFHeA@MAXIMUS.com to request assistance with setting up an account. For more information on accounts go to www.healthyfamilies.ca.gov/English/caa/GettingStartedWith_HealthApp.html.
2. The second step is to select Reports. A new screen with the three types of reports (Applications Paid, Application Pending, and Applications Denied) will be displayed.
3. The third step requires you to select the report you wish to view by clicking in the circle next to the report title.
4. At this point, two options become available – View Report or View Detailed Report. The first option will display the count of applications in this status. The second option will display the applicant name, Family Member Number, and other specific information so you can pinpoint which specific applications have been paid,

denied, or are still pending. To select a report click the circle next to the title.

5. The fifth and final step is to select the month and year for which you wish to view the report. Once you have done this, click search at the bottom of the page. The report will then appear for viewing and printing.

HeApp reports are a great way to manage and monitor the flow of applications between you and the HFP. The reports can help increase your efficiency and effectiveness as an EE or CAA as you work to expand health coverage for children in California.

Check the Status of Your Assisted Applications

The Integrated Voice Response (IVR) system was created to give case status information through an automated phone system. A Family Member Number (FMN), a home phone number including area code, or an application barcode number (on the front of the revised joint application) will trigger the IVR system to look up an application's status. Document Control Numbers (DCNs), such as those found on the Health-e-App (HeApp) fax cover sheet or HeApp application summary, cannot be used.

To find out the status of a new application using the IVR, dial 1-800-880-5305. To get eligibility status (such as the status of an AER application) using the IVR, dial 1-866-848-9166. The IVR will guide you through a series of steps to find the information you want. At anytime, you may press "0" to leave the IVR and speak with a Customer Service Representative.

This is a very useful tool for CAAs managing multiple cases. CAAs can check the status of as many cases as they wish. In addition, the IVR system is available every day, 24 hours a day!

Marketing Supplies for the Healthy Families and Medi-Cal for Families Programs

Beginning October 1st, 2008, there will be a new process for ordering and distributing Healthy Families Program and Medi-Cal for Families materials. Currently materials are warehoused and shipped from various locations throughout the state. In an effort to streamline the Department of Health Care Services' (DHCS) business operations, Medi-Cal and Healthy Families publication distribution services have been consolidated.

To obtain your supplies of Healthy Families and Medi-Cal applications, Healthy Families hand-books, tear-off pads, and holders follow these steps:

- Obtain a new order form at www.dhcs.ca.gov/formsandpubs/forms/Forms/MC%20370.pdf
- Submit the new order form by fax to 1-916-364-6612 or email to medpublicationorders@maximus.com
- If you have any questions regarding orders placed prior to October 1, 2008, please send an email to MCPUBS@dhcs.ca.gov
- If you have any questions regarding orders placed after October 1, 2008, please send an email to medpublicationorders@maximus.com

We encourage CAAs to continue to use the English and Spanish tear-off pads and the display stand. These materials are for use in your home, your office, and in the field. These outreach supplies will assist you in our efforts to provide and promote access to affordable coverage for comprehensive, high-quality, cost-effective healthcare services to improve the health of Californians.

New AER Form

The Healthy Families Program (HFP) Annual Eligibility Review (AER) Form has been revised. Similar to the revised joint HFP/Medi-Cal application, the new AER Form only requires one signature to apply for both Healthy Families and Medi-Cal Programs. The Rights and Declarations, like those in the revised joint application, have also been added to the new AER Form.

If a child's income is below the HFP guidelines at AER, the AER Form will be forwarded to the Medi-Cal Program. Applicants will no longer have the choice to opt out of the Medi-Cal Program on the AER Form. These children may qualify for Presumptive Eligibility (PE) from Medi-Cal, which provides free temporary Medi-Cal coverage. If the child qualifies for PE, the Medi-Cal coverage begins the 1st day of the month after the HFP coverage ends. PE coverage ends when Medi-Cal makes a final decision. PE may also end if the HFP receives new information that shows the child now qualifies for the HFP. In this case, the HFP can turn off PE and re-enroll the child in the HFP.

Remember, EEs will receive \$50 for each assisted AER resulting in a child having income below the HFP and being forwarded to Medi-Cal. See the June 2008 edition of this newsletter for more details.

Information about these AER Form changes was recently made available through a blast in Health-e-App for both English and Spanish readers. You can download a copy of the new AER in English at www.healthyfamilies.ca.gov/English/Publications/HF_FM_063_EN.pdf. The new Spanish AER Form is available at www.healthyfamilies.ca.gov/Spanish/Publications/HF_FM_063_ES.pdf.

Stressed?

The cell phone is ringing. The desk phone is ringing. Emails from clients are flooding in. And an applicant is waiting in the lobby. We have so many tools and methods for receiving and handling information, and the pace increases daily. Seems as though life in general is requiring more and more of us these days. How do you manage it all and maintain a smile on your face and a positive approach with that next client or application that requires your attention? It's called stress management, and there are a variety of helpful tips and techniques to use.

In the fast-paced world in which we live, stress is a factor in all of our lives. Stress is simply the way in which we react physically, mentally, and emotionally to the various conditions in our daily life. A certain amount of stress is healthy...it keeps us focused and moving forward. Too much stress will take away from our productivity and happiness.

Following are some helpful tips to manage your own stress level:

1. **Know what stresses you most.** Before you can reduce stress, the first step is to know what causes stress for you. Write down your key areas of concern. Divide them into two parts. On the left side, list the stressors you may be able to change and on the right, list the ones you can't. Focus on what you CAN change and let go of worrying about those you can't.
2. **Say no.** Make sure you are focusing on your own goals, not your spouse's, parents', or friend's goals. Don't allow yourself to become overloaded with someone else's priorities. Make sure the commitments and projects you take on are in line with your goals. Saying no is difficult, but can make a big difference in the load weighing your shoulders down.
3. **Learn to relax.** Find what brings you joy and happiness and make sure to fit enough of whatever it is into your life each day. Work hard, but know when to take time off to play and relax and "let go."
4. **Laughter as medicine.** Keep a sense of humor. Studies show a good attitude makes for an overall healthier life and keeps relationships together through hard times.
5. **Stay active.** Exercise is an excellent way to relieve tension and gives your body the focus and renewed energy it needs to move forward.
6. **Organize and prioritize.** Do the worst and hardest tasks first. Keep a "To Do" list and calendar with you at all times. It's true...if you fail to plan, you plan to fail.
7. **Take a deep breath.** The best tips for a "mini break" from work are:
 - Stand up and stretch. Long, deep, focused stretches will do the trick best.
 - Truly take a deep breath and think "positive energy in," "negative energy out."
 - Take a short walk. Do something that changes your focus. When you come back, the problem or situation won't seem nearly as insurmountable.
 - Stand up and smile. Try it! It works!
8. **Count your blessings.** Without a doubt, you have many. We all do if we choose to focus on them. Remembering to approach life with a sense of gratitude and joy makes handling the details of life just exactly that...details.

The main thing to remember is *you get what you focus on*. When you focus on a positive approach and a smile, that's what you get in return from everyone that comes your way. Enjoy the moment and the process of living life with joy and happiness while managing the stresses that come along the way.